

**Department of Workforce Services  
Wasatch North Regional Council Meeting Minutes  
Ogden Employment Center  
480 27<sup>th</sup> Street, Ogden  
Wednesday, August 6, 2003**

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**Attendees:**

Kathleen Alder	Computer Software Solutions
Byron Beck	Browning, Morgan County
Pamela Clark (Chair)	Executive Director, Family Support Center of Ogden
Scott DeNaughel	Smiths Food & Drug Centers, Inc.
Harold Hess	State of Utah, Department of Workforce Services
Paul Evans	South Davis Community Hospital
Colleen Gudreau	Hill Air Force Base
Steven Hoellein	Felt Auto Parts
Commissioner Carol Page	Davis County Commission
Brent Petersen	Davis Applied Technology College
John Petroff	J.P.'s #1 American Car Care
Cecil Robinson	State of Utah, Division of Youth Corrections
Mary Lou Seamons	Davis County School District
Chris Sumpter for Brenda Giannopoulos	Kimberly-Clark
Tommy Smith	State of Utah, Division of Rehabilitation
Scott Sneddon	Clearfield Job Corp
Karen Thurber	Neighborhood Development Division
Jan Zogmaister	National Battery Sales

**Excused:**

Sally Ball	Utah Public Employees Association
Jacky Bell	Chromalox
Commissioner Camille Cain	Weber County Commissioner
Larry Facer	Plumbers Local 348
Joree Felker	Herm Hughes
Mike Hadley	Wells Fargo Bank
Sandy Hatch	Lifetime Products
Frank Maughan	DRMW Development, Inc.
Bradly Oldroyd	Pinnacle Management/TeamONE
Bart Smith	Morgan County Council
Julie Snowball	Weber State University
Toni Ure	Nutraceuticals Company
Cara Winther	Jetway

**Guests:**

Becky Tierney-Hunt	Futures Through Training
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**Department of Workforce Services Staff:**

Julie Barnes	Clearfield Area Business Consultant
Doyle Christensen	Administrative Services Manager
Jean Fisher	Clearfield Area Manager
Debbie Herr	Regional Program Team Manager
Susan Hill	Council Support Liaison
Mark Jenkins	Ogden EC Business Consultant
Laurel Kerr	Roy EC Business Consultant
Kathy Leiker	South Davis Employment Center Manager
Greg Paras	Roy Employment Center Manager
Carrie Peterson	Executive Secretary
Melisa Stark	Business Services Program Specialist
Koral Vasquez	Ogden Employment Center Manager

The meeting was called to order at 7:30 a.m.

**1. Welcome**

Pamela Clark, the newly elected Regional Council Chair, welcomed all Council members, and Department of Workforce Services (DWS) staff to the meeting. The quorum for the meeting was established and the meeting was called to order.

Pamela introduced the two new council members in attendance to the meeting:

Chris Sumpter - Kimberly Clark, Weber County.  
Byron Beck - Browning, Morgan County.

Pamela Clark presented Kathleen Alder with a plaque to thank her for all of her contributions during her term as the Wasatch North Regional Council Chair. Kathleen accepted the plaque and the Council thanked her for all of her good work and effort.

**2. Consent Agenda Action Items**

Pamela called for a motion to approve the minutes from the May 7, 2003 Wasatch North Regional Council meeting.

**Action:** Steven Hoellein made the motion, Commissioner Carol Page seconded, and the Council unanimously approved the "consent agenda" action items.

**3. Task Force Reports**

**A. Coordination/Training Task Force**

Brent Petersen announced that he was elected as the new Chair of the Training Task Force at the May 22, 2003 meeting. The members would like to increase the Coordination/Training Task Force membership. Ogden City School District will be contacted to invite a representative to join the Task Force as they are increasing their technical training curriculum.

The Task Force members are in the process of planning an Employer Summit that will include the local Chambers of Commerce for Davis, Morgan, and Weber Counties. The goal will be to educate both large and small employers of the Department of Workforce Services (DWS) services that are available. The employer awards celebration will be conducted during the month of September. The Department of Workforce Services has declared September as the Workforce Labor Month. Regional activities will be conducted in the region to lead up to the Workforce Summit. Futura Industries and Sunshine Terrace will be presenting as they have received two awards in the past. The Task Force is recommending using \$1,000 of the Task Force budget for the event.

Brent Petersen made the motion to use \$1,000 from the Council budget to support the Employer Summit. Karen Thurber seconded, and the Council unanimously approved the motion.

The Task Force members also requested the Wasatch North Regional Council establish a "vision" to refine the focus of the Council.

The Council was informed that Coordination/Training Task Force members proposed the full Council vote to change the name of the task force to the "Training and Marketing Task Force." The name change will inform those in the community of what is accomplished by the Task Force.

**\*Action:** Brent Petersen made the motion to approve the Task Force report and to approve the Wasatch North Regional Council's motion to change the name of the Coordination/Training Task Force to the "Training and Marketing Task Force." Paul Evans seconded the motion, and the Council unanimously approved the motion.

Kathleen Alder made the motion to approve the minutes of the past meeting. Scott DeNaughel seconded, and the Council unanimously approved the motion.

Pamela Clark thanked Brent Petersen for his report and the Task Force members for the work that they are completing for the Council.

## **B. Inventory Partnerships Task Force**

Karen Thurber, the new chair for the Inventory Partnerships Task Force, provided updated information concerning the DWS partnership issues. The Task Force members met on Thursday, June 19, the following topics were discussed:

### **(1). 211-Telephone Service and the [www.utah.gov](http://www.utah.gov) Community Services**

Kelly VanNoy and Zeda Haws, of Weber Human Services, attended the meeting and presented the information about the 211-telephone service. The goal of the Task Force is to provide an updated community resource list that will be used by volunteers who will direct the 211-telephone service callers and to provide the public with access to a current [www.utah.gov/communityservices](http://www.utah.gov/communityservices) website. The system will be a nationwide system used to connect people to needed resources. The project is managed by a partnership between Weber Human Services, United Way, and the Northern Coalition for 211 and the website containing the directory. Weber Human Services is currently funding the service and coordinating the employees and volunteers providing referrals. Homeland Security may be using 211-telephone service in the event of a national emergency, therefore additional funding may be available to expand the service. The telephone number and the website need to be marketed to governmental agencies, community agencies, church groups, and foundations. Kelly VanNoy, of Weber Human Services, attended the DWS North Region Management Team meeting to provide an overview of the services. The possibility of providing training to DWS staff on the 211-telephone service and the website was discussed.

The Inventory Partnerships Task Force is going to follow-up with the Weber Coalition for a Healthy Community. Karen Thurber will be working with the coalition to continue to support Weber Human Services in providing the 211-telephone service. The Inventory Partnership Task Force is going to meet on September 9 at noon at the Ogden Employment Center. They will be discussing changing the name of the Task Force and further developing the goals and objectives of the Task Force.

There will be a conference on September 19 at the Eccles Center. The 211-telephone service information will be presented at a booth at the conference.

**\*Action:** Kathleen Alder called for a motion to approve the minutes from the Inventory Partnerships Task Force meeting. Commissioner Carol Page seconded, and the Council unanimously approved the meeting minutes.

**(2). Review Compiled Provider Information**

The Inventory Partnership Task Force members were provided with the compilation of provider summaries. A goal of the Taskforce is to maintain the relationships between DWS and their vendors after current contracts expire. The Taskforce members will continue to remain focused on their goal.

**C. Facilities Task Force**

Kathleen Alder provided updated information regarding the DWS facilities issues and the Temporary Placement Office (TPO) closure. The Facilities Task Force met on June 9, 2003 to discuss the rationale for closing the TPO. The Wasatch North Regional Council members were e-mailed the rationale for closing the TPO, and Susan Hill contacted them through email for their votes on the motion to close the TPO. The majority of voting Council members voted "yes" to close the TPO. Based on the vote of the Council members DWS made the decision to close the TPO effective June 30, 2003.

Kathleen explained that over the years the Facilities Task Force had tried to find a suitable location for the TPO. A contributing reason for closing the TPO closed was the fact that the Department put out a Request for Proposal (RFP) and no providers could meet the needs of Department to continue the TPO services.

The Task Force members will be looking at the possibility of extending the DWS office hours for the employment centers in the North Region. The change of the work hours for staff might be changed from eight-hour to ten-hour days, and the centers could be open 12 hours per day.

Tommy Smith asked if the DWS centers in Salt Lake had made the change to have the centers open 12 hours a day.

Koral Vasquez, Ogden Employment Center Manager, responded the employment centers located in Salt Lake changed their center hours to mirror the times that the city offices are open.

Kathleen reported that there were no minutes to approve from the past meeting.

**4. State and Regional Youth Council Reports**

**A. Youth Council Report**

Jan Zogmaister provided updated information concerning the Regional Youth Council and State Youth Council issues.

**(1). Workforce Distribution Formula**

The criteria established for the WIA Allocation Distribution Formula for Davis, Morgan, and Weber counties will include comparing populations that received benefits from the Family Employment Program (FEP) and Unemployment Insurance (UI). Jan led a discussion at the Regional Youth Council meeting to propose the Council include

additional criteria in the allocation formula. The Youth Council members discussed including statistics on the number of high school “drop outs” per county. The WIA Reauthorization of 2004, new legislation will include the federal requirements that state 70% of WIA monies must be expended on “out of school youth.” There will also be a new “efficiency measure” that will relate to the expenses per customer.

The Youth Council members approved three motions to add additional criteria in the WIA Allocation Distribution Formula.

1. An average of the most current three years of data (provided by the State Office of Education) regarding the number of students who have dropped out of school from Weber, Davis, and Morgan counties.
2. An average of the most current three years of data (provided by DWS) regarding the number of families who receive FEP benefits in Weber, Davis, and Morgan Counties.
3. An average of the most current three years of data (provided by DWS) regarding the number of initial claimants who receive unemployment insurance benefits in Weber, Davis, and Morgan Counties.

The 2004 WIA allocation for the three counties will be \$740,000. The Council members also approved a motion to weigh the “drop out” indicator at 50%, the FEP indicator at 35%, and the UI indicator at 15%.

The Council members will be considering whether a specified percentage of the WIA funds for the summer youth component should be written into the State RFP. A request will be made to the TANF vendors to provide an update on the progress of their contracts with DWS at the next Youth Council meeting.

Jan explained that at the State Council meeting the group discussed that there will be a need to give a level of responsibility to the State Youth Council and the Regional Youth Council to help with the RFP approval process.

**Action:** Kathleen Alder made the motion to vote to extend the WIA Youth Contract from June 30, 2004 to September 30, 2004. Scott DeNaugel seconded the motion, and the Council unanimously approved the motion.

Jan explained that the Regional Youth Council is asking that the WIA Youth Program contract be extended three additional months for the year of 2004 to bring the program “in-line” with the State reporting year of October 1 through September 30. She explained that all of the other Regional Youth Councils would be changing to meet the federal reporting year.

Tommy Smith made the motion to extend the contract year from June 30 of 2003 by ninety days. Steven Hoellein seconded, and the motion was unanimously approved.

Becky Tierney-Hunt an employee of Futures Through Training explained that the Task Force approved using \$1,000 for the leadership project that will target the youth in the program to make a community service project to develop a video similar to the video “Trading Places”. Home improvements were offered to the families who wanted to participate in the contest and an income chart will be used for youth entering the program for families. The contest was

conducted in Weber and Davis counties for families who did not own their homes. The funding was to be spent prior to July but the funding was spent at the end of July. The youth helped with the cleaning of the houses and apartments. Two decorators, a carpet cleaning service, and a cleaning service donated time to complete the project. The project was presented on KSL News and in the Ogden Standard newspaper. It was also on the radio and many of the youth were interviewed. The Task Force members will be working on getting the articles for the Council members to review. Approximately 15 youth helped with the project.

## **5. Vendor Application Approval**

Pamela Clark called for a motion from the Council to approve the recommendation from the Executive Board members to approve ProMax, a Commercial Driving School, as a DWS training vendor. ProMax is a truck driving company that has been in business about 3-months. The business is being managed by the same person who managed Taylor Made CDL in Salt Lake City. Currently, he has had 35 students participate in the classes with 100% placement rate.

Tommy Smith asked how the cost of the driving school compared with the cost of the Ogden Weber Applied Technology Center's driving school program.

Harold Hess, DWS Regional Director, responded that the cost of the program was competitive with the OWATC's Commercial Truck Driving program.

The Council members decided that they had many questions and that they would like additional information before approving the vendor. Pamela Clark asked that Pamela Werner, DWS Program Specialist be called to the meeting to provide additional information prior to the Council approving the vendor application.

Pam Werner attended the meeting and answered the questions of the Council members.

Tommy recommended doing a provisional contract with the vendor for six months. Jean Fisher commented that another option would be to offer a provisional contract that would be to have DWS only approve a certain number of students to the vendor.

Commissioner Carol Page said she would not want to limit the number of students directed to the vendor. She suggested providing a survey for the students to complete upon their completion of the training program.

Lesnie Foster, a DWS Program Specialist, explained that after the vendor is approved by the Regional Council, the vendorship is presented to the State Council for approval. It was explained that the vendorship could be approved on a provisional contract for six-months, and then presented to the State Council for approval in January.

**Action Item:** Tommy Smith made the motion to approve a provisional six-months vendor application and then submitting the vendors application for approval to the State Council in January. John Petroff seconded the motion, and the Council unanimously agreed to approve the motion.

Pam Werner will contact the State to determine the guidelines for vendorship approval and provide a report to the Council members.

## **6. State Council Meeting Update**

Pamela Clark provided an overview of the State Council meeting. She reported the following:

- The State Council meeting was hosted in the North Region at the Clearfield Employment Center on July 17, 2003. Jean Fisher, DWS Clearfield Employment Center Manager, provided the welcome to the State Council members at the new center.
- Raylene Ireland attended the meeting and provided the Executive Director's Report. She reported on the Work/Life Awards and on the recognition, Deputy Director Darin Brush and DWS, received from the Department of Labor (DOL) in Washington DC for Utah's involvement in working to solve the nursing shortage.
- Sarah Brenna, DWS Legislative Research Director, gave an update on TANF and WIA reauthorization.
- Steve Maas presented an overview of the features in the electronics employment exchange and showcased the new business.utah.gov, which is a collaboration of federal, state, and local government.
- Jan Zogmaister provided a presentation on the State Youth Council approved the WIA Regional Youth Contract extensions. An update of the Request for Proposals (RFPs) for WIA youth funds and services was given.
- Randy Emery will continue as the Chair of the State Regional Council.

## **7. Regional Director's Report**

Harold Hess, DWS North Region Director, was provided with an opportunity to comment on Departmental issues. He commented on the DWS Service Provider Survey. This year the North Region had about 40% participation of staff. Harold explained that the questions in the survey are used to help the Department manage their business. The overall satisfaction of staff score was 3.6%. Harold explained that the survey results surprised him as the survey results did go up even though staff had not received a pay raise during the past year. The DWS Management Team was pleased that the survey results did go up, and the goal of the North Region managers will be to obtain a score of a 4.0. The DWS North Region Management Team will be striving to address the information that staff provided in the survey.

Harold informed the Council members that the Eligibility Specialists case loads have increased 24% for the North Region. In comparison, the Employment Counselor caseloads have decreased by 5%. The Department believes that change is due to the impact of the jobs.utah.gov online services. Harold reported that the Department has done a very good job in determining the workload of staff. And based on the increase in supportive services, the Department is asking for additional staff.

Harold reported on the WIA and Child Care Audits that were conducted a year ago. He explained that the Federal auditors have a standard for Child Care and for the Workforce Investment Act. Accordingly, DWS services are provided based on the justification. The Department didn't do very well on the audit so the Department has been working to prepare their staff to meet the federal requirements to prevent the loss of federal funding. To respond to the results of the audit, the North Region has hired two additional trainers for staff.

The Food Stamp Accuracy Rate is improving. The North Region had 100% accuracy for the month of March. The State is approximately at 96% Food Stamp Accuracy Rate.

Harold commented on the jobs.utah.gov project. He reported that currently, there are over 150,000 applicants using the website. This has surpassed the expectation.

Harold informed the Council of the following:

- Health Corporation of America (HCA) has funding to pay for a nurse-training program that will be offered at Salt Lake Community College. The DATC and Weber State University will be contacted to offer additional funding to train nurses. Most of the money will be provide by HCA. Darin Brush will be contacting the two entities to coordinate the training services.
- The TANF Reserve Account funding will end September 20, 2003. Harold reported that by reviewing the TANF Reserve Account contracts and by the response of the contract providers to the funding for training being depleted, the contract providers are hopeful that they will be acquire additional funding to continue the training services.
- This budget year, 92% of the WIA funding for the year of 2004 has been obligated. Harold explained that training is a big issue and there is a tremendous focus on the issue by the Department and by the regional councils. Harold noted that the DWS funds for training services had been reduced for the 2004 program year.

Jan Zogmaister asked if the Department increasing the number of supportive services staff would be a statewide decision or regional decision.

Harold explained that the decision would be a statewide decision.

Harold commented that he is happy with the progress being made with by the North Region's Management Team. He is also pleased with the work being done by the Wasatch North Regional Council. He thanked the Council members for their support and their good work with the TANF Reserve Account funds.

**8. WIA Training Performance Outcomes**

Chris Mayne provided an updated report regarding WIA Performance Outcomes. She explained that the North Region met its 70% expenditure of the WIA Youth Services funding by June 30, 2003.

**8. Workforce Summit**

Melisa Stark, DWS Business Consultant, provided a report regarding the progress being made in planning the DWS Workforce Summit. All Council members were invited to attend.

**9. Other Business**

The Regional Council members were provided with an opportunity to comment on other business issues they wanted to address. However, no additional topics were discussed.

**10. Public Comment**

No general public representatives or non-members of the Regional Council attended the meeting.

**11. Adjourn**

The meeting was adjourned at 9:00 a.m.

**Next full Council Meeting:**

**Date:** October 1, 2003

**Time:** 7:30 a.m.

**Location:** Ogden Employment Center

*The Mission of the Wasatch North Regional Council  
is to facilitate the development of a prepared workforce  
that matches needs of employers and needs of the community.*